



CHUCK e. FOCUS

Week 33 – August 17, 2018

CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

Restaurant	2017	2018	YOY
1. Doylestown, PA #762	\$14,314	\$24,011	67.7%
2. King of Prussia, PA #543	\$18,551	\$29,936	61.4%
3. Olathe, KS #665	\$15,231	\$22,100	45.1%
4. Diamond Bar, CA #409	\$20,381	\$28,294	38.8%
5. Henderson, NV #314	\$23,276	\$32,287	38.7%
6. Indy Wash Square, IN #714	\$15,616	\$21,591	38.3%
7. West Las Vegas, NV #308	\$30,738	\$42,022	36.7%
8. Worcester, MA #459	\$25,199	\$34,073	35.2%
9. Roseville, CA #633	\$30,670	\$41,091	34.0%
10. Houston FM 1960, TX #032	\$20,246	\$26,762	32.2%



When No One Shows Up for 4-Year-Old's Birthday, Chuck E. Cheese Employees Buy Him Presents

An Inspirational Story captured and published on August 10, 2018 by Inside Edition Staff

~ Team Middleton, NJ #480 ~



The look on little Evan's face just broke his mother's heart.

His mom had invited 30 children to her son's fourth birthday party and not one of them showed up at the Chuck E. Cheese parlor in New Jersey, where she had reserved space for the celebration.

"He was looking at the door. You saw the disappointment on his face," Angel Kazanis told InsideEdition.

The employees felt heartsick as well.

"I immediately ran to the kitchen and was so upset," said worker Taylor Inzinna. The mother "was handling it so much better than I was. ... She held it together and never let Evan know for a second she was upset, which I think was super awesome."

But Inzinna wanted to somehow salvage Evan's huge disappointment.

She posted on Facebook her desire to give the child a party with presents. Her colleagues, family members and friends responded, and "within three to four days, I had about 13 gifts," she said.

Inzinna contacted Kazanis and said the store wanted to do something for Evan to make him feel special. Could they come back in? She didn't say a word about the gifts.

So mother and son returned.

"The day he came back in, seeing the smile on his face was everything I wanted," Inzinna said. "I had one goal that day and my goal was to make sure that he left happy. And he left going, 'Oh my God, Mom, this is the best day ever.'"

Evan's mother was again overcome when she saw how delighted her son was when presented with an avalanche of wrapped gifts.

"I was shocked. I had to keep myself from crying. I didn't want him to see how this affected me," Kazanis said. "They made him feel a million dollars, like he was the most important kid in the whole world."

"He is not going to forget it. He remembers everyone and everything."

FOR all YOU DO!



a&b moments...

I spent several hours with my niece at the branch in Cumberland today and I wanted to compliment all of the employees for their friendliness and helpfulness during our visit. I wish I would have been astute enough to have noted the name of the gentleman who scanned us out but during our lengthy stay I was very impressed with the kindness and helpfulness of the team who helped make our day special. I am guessing that it takes patience and grace paired with mad skills to manage a position working so closely with energetic kids and their parents, and this team managed all of that plus some. Please give the team at this branch my sincere thanks.

Southeast Region
Cumberland, GA #729
RVP Bill Eich
DM Joe Risnear
GM Willie Barnes

I went into Chuck E. Cheese, not an every day or frequent thing for me. But I had an awesome experience this particular time! I personally believe that this experience is because of an employee you had. His name was Brian and he went above & beyond my expectations of employees in the time I've been there. He was talking about how he's friends with Chuck E. himself, etc. He was incredible to say the least. We will be back more frequently in hopes he's there.

Northeast Region
Detroit Southgate, MI #713
RVP Chris Kelly
DM Ali Elali
GM Shawn Lowrey
Cast Member Brian



I didn't know who to contact, but I wanted to leave feedback on my host Robbie at the Chuck E. Cheese's in the Henderson location. She was very wonderful and I'm glad you have someone like her on the team. She made our experience amazing and knew exactly what to do. She was very helpful and organized, timed everything perfectly and helped with serving the cake. Thank you for making my son's experience the best!

Western Region
Henderson, NV #314
RVP Jim Brawley
DM Louis Deignan
GM Robbie Marcum
Server Robbie



anniversaries 20+ YEARS

20 YEARS
Ericka Cruz Torres
Cast Member ~ 073

20 YEARS
Barbara Lara
Cast Member ~ 318

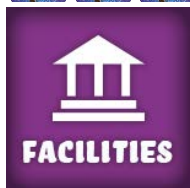
20 YEARS
Van Camero
Tech Manager ~ 358

20 YEARS
Angela Andree
Sr. Asst Mgr ~ 828

20 YEARS
Kristal Lamb
Opening Coordinator ~ 960

10 YEARS
Denise Renke ~ 102
Christopher Walz ~ 112
Emily Adams ~ 781

5 YEARS
Veronica Flores ~ 406
Howard Cade ~ 450
Keahana Ford ~ 474
Raul Bosca ~ 552
Michael Bandy ~ 595
Michelle Barrett ~ 722
Don Hullett ~
Service Desk Analyst,
Support Center



FACILITIES

Cost Savings Tip:

Good habits are key to avoiding unnecessary charges!

Keep refrigerator and freezer fans clear of boxes! This helps prevent frozen coils and emergency overtime charges. Refer to the below picture as a good example of keeping the fans clear and avoiding issues. An Emergency OT call can run a store expense of \$400 or more.



MERCHANDISE UPDATES

Item #58177 ~ CEC Round Top Hat has been moved from 400 Tix Bin F to the 600 ticket category.

You can start selling the inventory you have on hand in the 600 ticket category

If you have any further questions, please reach out to merchandise@cecentertainment.com

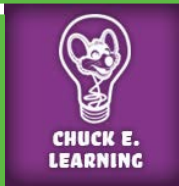


RISK management

Tip of the Week:

Booth Seating Maintenance:

- Check that all seating joints are uniform and do not have increased gaps.
- Give the booth a nudge to check for movement
- Look for cracked or broken parts hanging from booth seating
- Look for cracked or broken veneer or formica

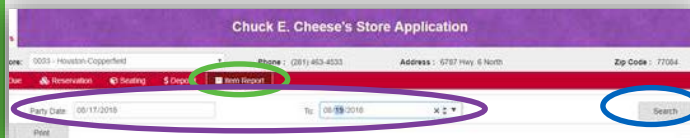


BIRTHDAY RESERVATION

The Birthday Reservation page has all kinds of cool upgrades and enhancements!

We'll be covering many of them over the next few weeks in the Chuck E. Focus.

Tired of tallying how many cakes, balloons, toppers, and other items you have for scheduled parties this week? The system can now do this for you!



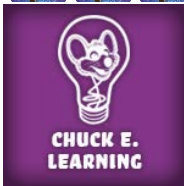
1. Select the new "Item Reporting" tab
2. Enter a range of dates
3. Press "Search"

The report will add up all of the pre-reserved items for all of the parties in this date range.

Chuck E. Cheese Item Report				
Parent Group	Group	Item Count	Party Count	
Cakes	Sheet Vanilla	1	1	1
Party Favors	Moonies	1	1	1
Party Favors	Put Strong Private	1	1	1
Placemats	Large 1 Topping	10	6	1
Placemats	Large Specialty	2	1	1
Placemats	Party Wings Platter	1	1	1
Placemats	Sandwich Platter	1	1	1
Play Pass	Play Pass Gold Voucher	30	1	1
Toppers	Chuck E. Cheese	1	1	1

More changes to formatting and grouping of items coming soon!

What other enhancements would YOU like to see on the birthday page? Let us know at learning@cecentertainment.com



RUBY Pin earners



Savannah Hadley is an inspiration to us all! Congratulations to Daniel Smoote and team Webster on claiming the next Ruby Pin! Yet Savannah has been with Chuck E. for a short 10 months, already she has sprung to the top as on of the most sought after Party Servers. A simple smile and southern politeness goes along way! Check out some of the latest compliments she has received from our Chuck E. guests.

~ The kids had a blast and that's all that matters. Great service from Savannah, thank you! ~
~ Savannah made our party wonderful! She was so accommodating and made sure that everyone in our party, especially my birthday boy, felt super special. Everyone had a blast and we are already planning my youngest son's party there too.. ~

Michele Beavan has done it once again with her next Ruby Pin earner, Michelle Scribner! The Fort Wayne team could not be more proud of Michelle and how she is always making sure the kids are having a great time. Mom and Dad are always assured to know everything happening in the party and what is to come, making for a stress free experience! Everyone loves Michelle and her kind spirit, hear it for yourself from some of her recent guest compliments!



~ Everyone was very nice and helpful. I love that I didn't have to keep track of the time and events. Michelle was awesome! ~
~ Our server Michelle was very attentive and friendly. I would come back here for the pizza and service! Thanks so much for making our Tuesday evening so much fun! ~
~ Chuck E. Cheese Party Server Michelle Scribner took very good care of us and made sure we had anything and everything we needed. ~



Nadia Sanchez is a true force to be reckoned with! Team Selma and Bill Pressel could not be more proud of their newest Ruby Pin earner!. When Nadia hosts parties, she likes to host them as if they were her own. One of her main goals is to make sure the party parents remain 100% stress free, and she accomplishes this by being attentive, informative, and always laving a smile on her face.

Everyone who comes in contact with Nadia loves her, check out just a few of the compliments she has recently received!

~ Nadia our hostess was very friendly and helpful, she got the party moving right along. She was around for help and made our daughter feel more comfortable being here, she finally stepped out of her shell. This was our BEST Chuck E. Cheese experience and glad there are awesome employees that go above & beyond. ~



Helium Tanks



Several instances have recently been reported of restaurants using up their helium faster than normal due to a failure in their regulator. This is normal wear and tear on the regulator; replacements are available for re-order through Airgas.

Starting immediately, please ensure tank flow is turned off when not in use. This will help keep helium from escaping slowly when not in use, and will conserve your helium supply.

If you have any questions, please contact purchasing at purchasing@cecentertainment.com



UNIFORM CLARIFICATION

T-shirts sold/purchased/given at the Merchandise Counter as well as Birthday "Party at My House" shirts are not an acceptable shirt to be worn as a Cast Member or Manager uniform.

The Uniform Standards for Cast Member as stated in the handbook are as follows:

Cast Member Shirts – Short or long-sleeved, solid red, navy blue, or black Polo style shirts must be worn. No logo or writing is allowed on the front or back of the shirt. Shirts must cover the shoulders and midriff and be tucked into pants unless an accommodation has been granted. Short-sleeve shirts may not be worn over long-sleeve shirts.

For now, Company issued and approved Cast Member *Uniform t-shirts (i.e. More Cheese Rewards, and Sensory Sensitive Sunday)* may be worn as long as they are in good repair and are worn for the promotion they are intended to promote. (meaning: Friday Night Neon Shirts are not an approved shirt since this is no longer and active promotion)

If you have questions, please reach out to your HR Manager or Business Partner

CHUCK E. CHEESE'S

HOT JOBS



General Manager

668 ~ Jonesboro, AR	770 ~ Frederick, MD
367 ~ Ladera Heights, CA	485 ~ N. Bergen, NJ
414 ~ Murrieta, CA	489 ~ Wayne, NJ
461 ~ West Hills, CA	526 ~ Syracuse, NY
761 ~ Santa Maria, CA	649 ~ Howard Beach, NY
711 ~ Superior, CO	064 ~ Charlotte, NC
865 ~ Ft. Collins, CO	831 ~ Windsor, ON
430 ~ Tampa Carolwood, FL	541 ~ Scranton, PA
778 ~ Naples, FL	763 ~ Greensburg, PA
782 ~ Ft. Myers, FL	383 ~ Spartanburg, SC
456 ~ Skokie, IL	074 ~ Antioch, TN
687 ~ Riverpoint, IL	667 ~ Jackson, TN
694 ~ Gurnee, IL	854 ~ Grapevine, TX
931 ~ Southbend, IN	114 ~ Layton, UT

Tech Manager

108 ~ Redwood City, CA	412 ~ Catonsville, MD	386 ~ Goldsboro, NC
768 ~ Pinole, CA	828 ~ Grand Rapids, MI	637 ~ Greensboro, NC
784 ~ Vista, CA	829 ~ Muskegon, MI	738 ~ Sharonville, OH
602 ~ Conyers, GA	566 ~ Hattiesburg, MI	536 ~ Erie, PA
729 ~ Atlanta, GA	568 ~ Lincoln, NB	383 ~ Spartanburg, SC
341 ~ Kokomo, IN	499 ~ Hicksville, NY	928 ~ Midland, TX
946 ~ Ft. Wayne, IN	641 ~ Bronx Terminal, NY	305 ~ Bellevue, WA
	649 ~ Howard Beach, NY	

Regional Positions

L&D Manager

Based in NE Region

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

interested in a peter piper opportunity?

General Manager

Casa Grande, AZ #1285

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions